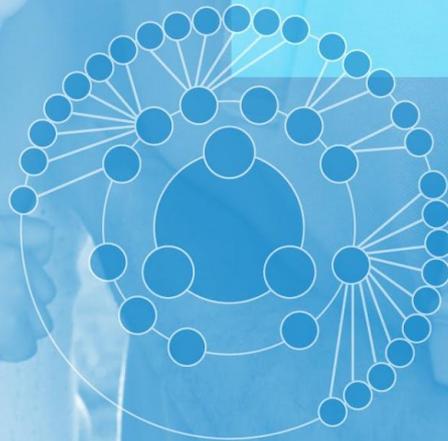




Family Services
Cabinet Council

Family Services Cabinet Council

Community Discussion



2019

Vision

Empowered and hopeful families by way of a system of proactive, responsive and coordinated services.

Mission

To build a safe, supportive, academically strong, job-rich community for the families of Delaware.

Agenda

Overview of the Family Services Cabinet Council

Governor Carney

The Trauma Agenda:

Implementing Executive Order 24

Secretaries Manning, Bunting and Walker

The Service Improvement Agenda:

The Service Navigator Pilot & Dual Generation Center

Directors Ray Fitzgerald and Renee Beaman, DHSS

Secretary Bunting

The Data Agenda:

Tooling our agencies to share and use data

CIO Collins and Secretary Walker

Q&A and Public Feedback



Family Services
Cabinet Council

Family Services Cabinet Council

Trauma Agenda:

Implementing
Executive Order 24

Secretary Josette Manning

*Delaware Department of Services for Children,
Youth & Their Families*

Secretary Kara Walker

*Delaware Department of Health and Social
Services*

Secretary Susan Bunting

Delaware Department of Education

Trauma Informed Agenda



FSCC Trauma Informed
Agenda

Executive Order 24

- Compassionate
Champion Award
- Trauma Awareness Month
- Agency Implementation



Compassionate Champion Awards

Head to **de.gov/fsc** to
submit nominations by April 1st!



Trauma Awareness Month

May 2019

Building a calendar of public events for the state: **Proclamation signing, conferences, and training opportunities.**



Trauma-Informed Training with our frontline staff:

- **3 Divisions:** State Service Centers, Social Services and Child Support Services
- **DHSS Trainers:** 25 staff trained by Wilmington University (54-hour trainings) in 2018
- **Staff Trained:** 980 staff from 3 divisions trained in trauma-informed approach in 2018

Department of Education

Promoting Trauma-informed practices across our system:

Capacity Building through Trauma Awareness training

- Department of Education Staff
- K-12 Educators
- Early Learning Providers
- Community Centers and Youth-Serving Organizations

Compassionate Connections Partnership

- Ongoing supports from DDOE and DSEA



Transforming to a Trauma-Informed Agency:

- **Focus on Youth:** Adopted Trauma Screenings for Youth in Our Care
- **Leadership:** 110 Supervisors Trained in Trauma-Informed Care in 2018
- **Frontline Staff:** Annual Self-Care Month and increased training
- **Providers:** Surveys, Training & Contract Language





Family Services
Cabinet Council

Family Services Cabinet Council

Service Improvement
Agenda:

Service Navigation Pilot

Renée Beaman

Director, DHSS Division of State Service Centers

Ray Fitzgerald

Director, DHSS Division of Social Services

Service Navigation Pilot Objectives

- Utilize existing State Service Centers to **improve the user experience of accessing state and federal programs and services**
- **Establish and sustain coordination between agencies** to benefit people who utilize these services
- Embed capacity for coordination by **establishing case management at service centers**



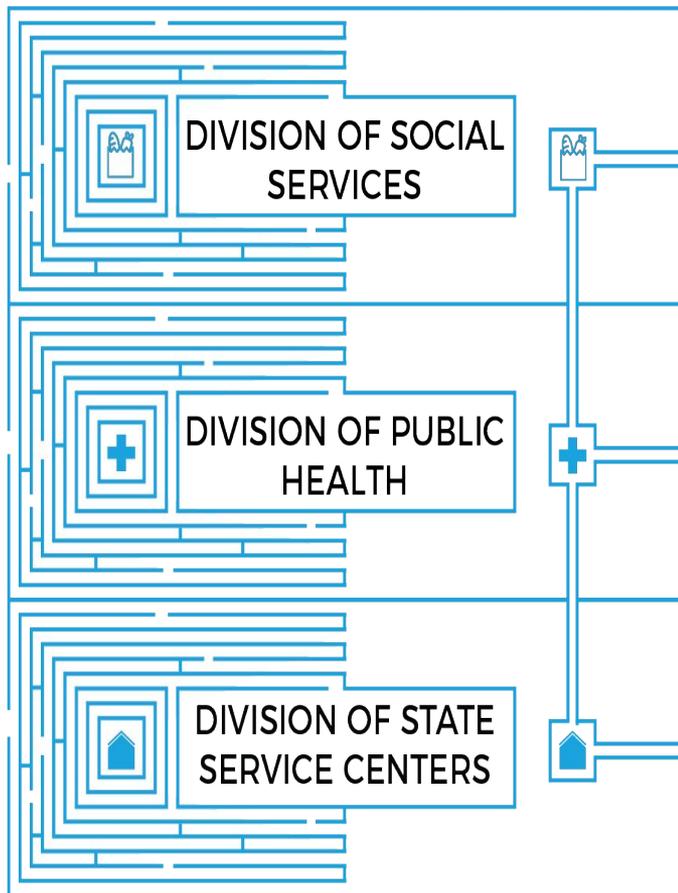
Typical User

- Utilizes State Service Center as their **entry point for access**
- Are **high-need and face challenges requiring multi-agency coordination** to resolve
- Are **in crisis with some fundamental need(s) unmet**



Problem

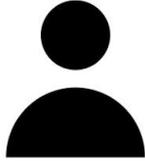
- Users can't navigate our services and we don't have existing capacity to help
- Many users have transportation barriers and can't access our services
- User crises are complex, multilayered, and require multiple agencies to solve the problem



Solution

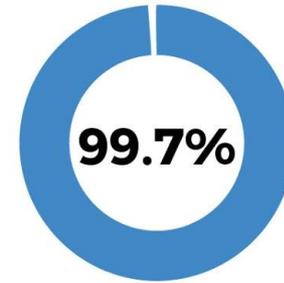
- Thoughtful, coordinated service co-location
- Well-trained and well-connected agency and division collaborators
- “Case management” capacity through role of Service Navigators

Clients referred to “Service Navigator (SN’s)” in Pilot since its inception in 2018



175 clients

Service Navigator Client Satisfaction (Q4 2018)



“Do you feel as if you received good service today?”

Average number of barriers experienced by those serviced by SN's

4

Average number of agencies/divisions involved in a client case

5



Family Services
Cabinet Council

Family Services Cabinet Council

Service Improvement
Agenda:

Dual Generation Center

Secretary

Susan Bunting

Delaware Department of Education

MOU and the Dual Generation Center

Dual Generation Center at Stubbs Elementary School:

- **Services for EARLY LEARNERS:** opportunities for Christina preschoolers and kindergartners
- **Services for FAMILIES and ADULTS:** Access to benefits, job training, adult education, housing information and employment opportunities



MOU and the Dual Generation Center

- **Christina Memorandum of Understanding**
 - Collaborative agreement among:
 - Christina Board of Education
 - Christina Education Association
 - Christina School District Superintendent
 - Department of Education
 - Office of the Governor
- **Purpose mirrors Family Service Cabinet Council:** Improve the educational, social, emotional and health outcomes of the children and families of Wilmington



MOU and the Dual Generation Center

- **Supporting Christina's Reconfiguration**
 - Ensuring Bayard and Bancroft have the **resources they need to best meet student needs**
 - Teacher incentives, targeted professional development, wellness centers, smaller class size, and more learning time
- **State of Delaware's Investment**
 - **\$21 million** for capital upgrades, dual generation center, and operational costs to support students and educators



MOU and the Dual Generation Center

- **Progress to date:**
 - Ongoing **capital improvement work**
 - Conducted **needs assessment**
 - Planning **professional learning** for administrative teams
 - Holding **community meetings to engage families and community members** in program planning
 - Supporting **educators**
 - **Christina Education Association MOU to collective bargaining agreement:** bonuses for educators, more learning time, creation of teacher leader teams to elevate teacher voice





Family Services
Cabinet Council



Family Services Cabinet Council

Data Agenda:

Tooling Agencies for
Data Sharing

Chief Information Officer
James Collins

Department of Technology & Information

Secretary Kara Walker

Delaware Department of Health & Social Services

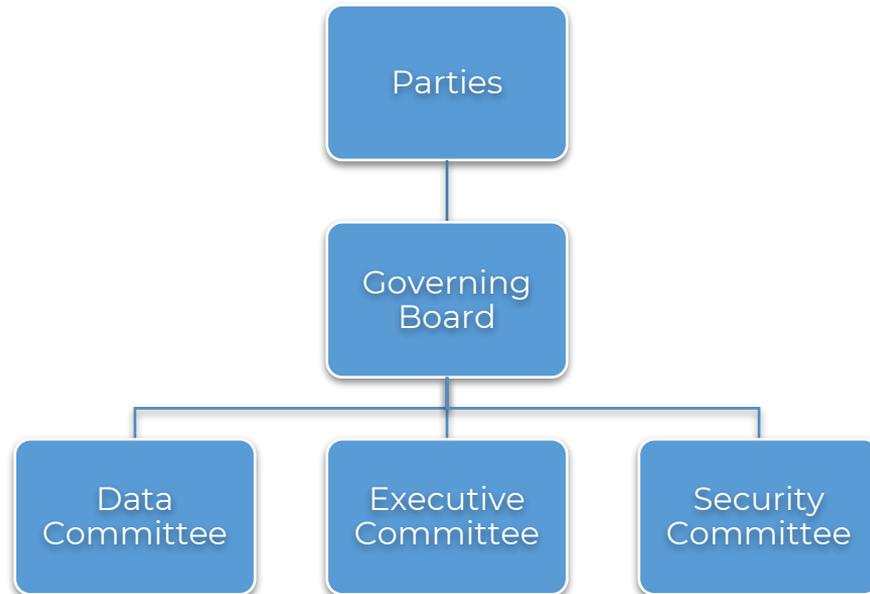
Data Agenda

- Launching Delaware's Integrated Data System
- Building the FSCC Data Dashboard



Launching Delaware's Integrated Data System

DIDS Governance Structure

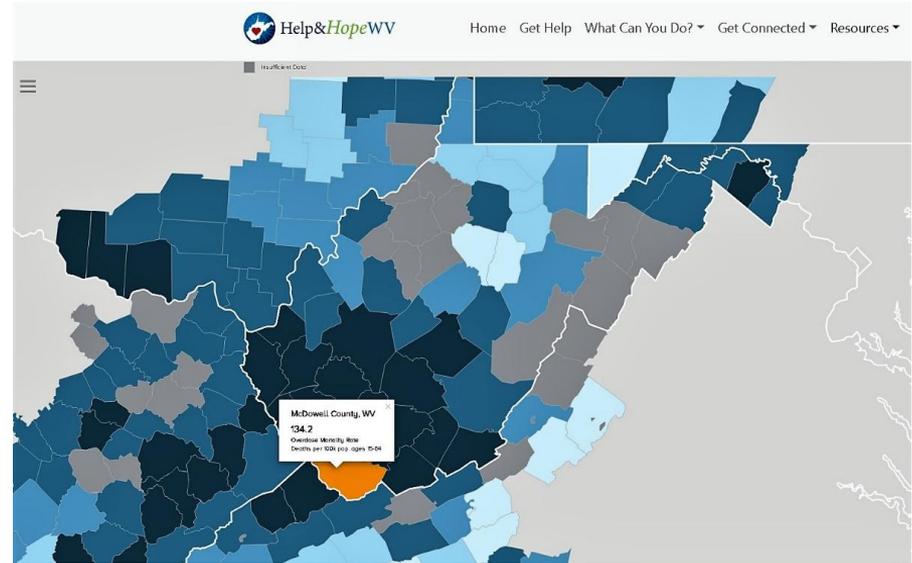


Launching Delaware's Integrated Data System

Scenario: Opioids

Strategic tracking of Overdose through Fatality Review provides system level gaps in care

- Medicaid data
- Corrections data
- Behavioral Health Treatment data
- Emergency Medicine data
- Prescription data
- Hospital data
- Death data
- Demographics



West Virginia Overdose Data

Launching Delaware's Integrated Data System

DTI and supportive infrastructure for DIDS

- We are engaging an expert through AISP to guide us in tool selection and getting access to the expertise for building out the integrated data system:
 - A contract is being finalized with a Data Scientist with expertise in ethical data sharing to provide guidance on the development of the DIDS
 - Architecture for the system
 - Staffing recommendations
 - Governor's recommended budget includes data analytics platform



Coming soon: FSCC Data Dashboard

We are working to design a user-friendly data dashboard from public sources:

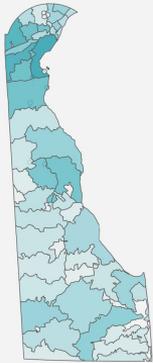
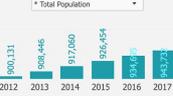
- Geography-based data
- Population statistics
- Trends
- Readily accessible data sources
- Maintain the integrity of the original data



Select a Year
2017

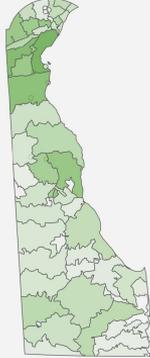
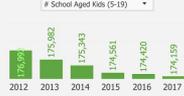
Filter by Zip Code
(All)

Total Population



15 61,152

School Aged Kids



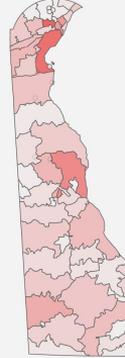
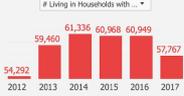
0 11,813

African Americans



0 25,505

Hhlds with SSI



0 5,3

High Student Performance and Low Youth Risk Behavior

High Student Performance and High Youth Risk Behavior

Zip Code: 19977

Population Size:
25,686

Values:

Student
Youth Risk

Low Student Performance and Low Youth Risk Behavior

Low Student Performance and High Youth Risk Behavior

Scale

Student Performance
Youth Risk Behavior



QUESTIONS

Give us your feedback and help Delaware improve our services.

Visit www.de.gov/fsccl
for more information and to submit ideas.



Family Services
Cabinet Council

THANK YOU

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